Supercharge Your Operations With AI

→ The field service industry is at an inflection point.

Gone are the days when you could rely on slow, manually driven tools to manage your field operations — there are too many sites to visit, technicians to support, and data points to analyze.

As the volume of work continues to rise, organizations need to rethink how they deliver field service. Today’s tools are not going to solve the staffing problem, or make complex tasks any easier. Field service leaders need something on their side to square this impossible circle.

→ Turning insights into action

Zinier is purpose-built to help field service organizations embed AI and automation into every process, taking pressure off the back office and helping you get the most out of each technician and asset.

Our Recommendation Center looks at your entire operation and recommends specific actions to drive productivity. With the press of a button, back-office coordinators can accept or reject these suggestions, setting in motion a series of automated responses.

→ The answer lies in AI-driven automation.

We take the thousands of data points you collect each day and turn them into actionable insights. Imagine being able to predict when a part was about to fail, even ahead of the manufacturer’s recommendation. Or automatically reassigning technicians to avoid SLA penalties and keep projects on track. All of this is possible today with ISAC, Zinier’s purpose-built platform for field service automation.

→ With Zinier, you can:

- Easily build AI solutions for the use cases most important to you
- Uncover insights by comparing real-time data against historical trends
- Supercharge your back office with smarter automation
- Connect critical systems to build a complete picture of your operations
How Does ISAC Work?

ISAC is the eyes, ears, and algorithms that analyze your organization's past and present to help you win in the future. The platform uses AI and machine learning to turn data into straightforward actions designed to drive better business outcomes.

Some recommendations — such as a technician reassignment or stock transfer — are time-sensitive and implemented as soon as the coordinator accepts. Others are less urgent and simply alert coordinators to future actions, such as replacing a filter at a scheduled maintenance next month.

Transform your field operations with AI

Leverage our out-of-the-box AI solutions, or build custom solutions for the use cases most important to you.

- **Intelligent scheduling**
  Increase first-time fix rates by automatically assigning the right technician, based on skills, proximity, and more.

- **Predictive maintenance**
  Avoid costly breakdowns by using AI and real-time asset monitoring to trigger preventive actions at the first sign of trouble.

- **Automated stock transfer**
  Ensure technicians always have the parts they need. Keep track of all inventory in real time, and proactively coordinate transfers to avoid delays.